



The health and safety of our team members, campus community, customers and vendors are the Company's foremost concern. The Company provides the following COVID-19 procedures to aid stores in operating safely. These procedures are based on current information that is available and therefore may be revised to comply with applicable laws and recommended best practices.

SAFETY PROCEDURES

A. Prior to Opening/Re-opening the Store:

1. Conduct a thorough cleaning of facility, ensuring that all solid surfaces are cleaned as follows:
 - If surfaces are visibly soiled, clean using a detergent or soap and water prior to disinfection
 - Disinfect surfaces with a diluted bleach solution or other Centers for Disease Control and Prevention (CDC) approved cleaner
 - Follow the manufacturer's instructions and ensure that the cleaning solution remains on the surface (wet) for at least one minute
 - Refer to [CDC Guidelines for Cleaning and Disinfecting Your Facility](#) 
 - Refer to [Health Canada Guidelines for Cleaning and Disinfecting Your Facility](#) 

Note: After re-opening the store after a closure, follow the above steps. Do not utilize an external resource when cleaning your facility.

2. Ensure you have the following supplies, which can be purchased locally, through [CustomPoint](#) or the [Follett Marketplace](#):
 - Face coverings/masks (2 per team member)
 - Hand sanitizer
 - Antibacterial wipes and/or spray
 - Paper towels
 - Kleenex tissues
 - Painters tape
 - Company signage
 - Stanchions
 - Gloves (Reusable or disposable)

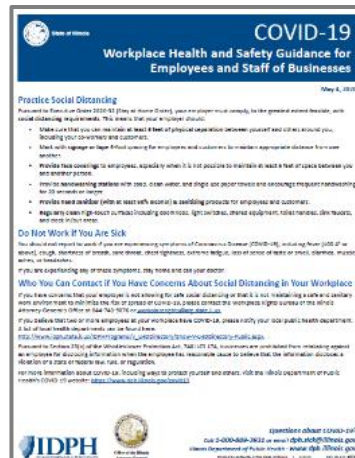


3. Review training materials regarding the [proper usage of a mask](#) and be prepared to demonstrate proper usage with your team members.
4. If using gloves, make sure to review [proper glove usage](#) training documentation.

5. Refer to the [Ogletree Deakins Coronavirus \(COVID-19\) Resource Center](#) for state and local jurisdiction “U.S. requirements”.
 - Click link to access the COVID-19 State Orders/Requirements, then scroll down to the Employee Screening & Protective Measures requirements link to review the most current updated document. Regional, country-specific, and local laws may vary, and government agencies may issue further orders and guidance that should be considered.
6. If the campus requires additional protective measures, please contact your regional manager and group VP.

B. Team Members:

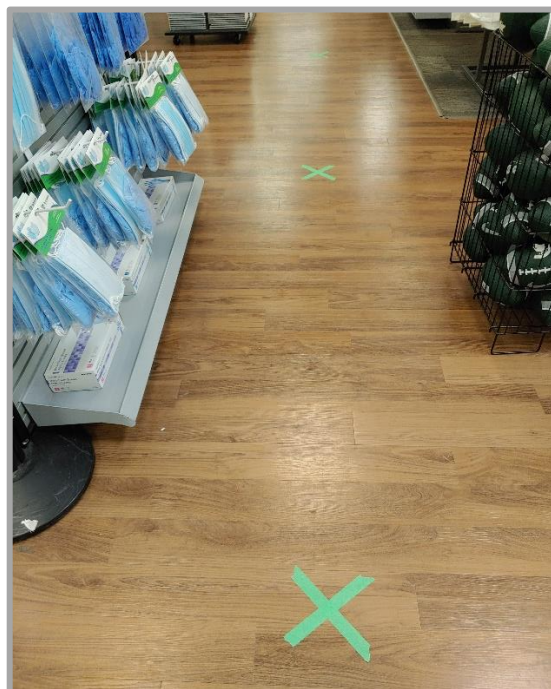
1. **U.S. Only** - Store Management is required to ensure each and every team member (both salaried and hourly) complies with mandated laws and company requirements during the COVID-19 pandemic for everyone’s health and safety. 
 - a. Management is required to ensure all [COVID-19 Team Member Requirements](#) are implemented and adhered to be all team members working in the store
 - i. Ensure that team members have a mask and are [wearing it appropriately](#)
 - ii. Have team members [clean their hands](#) frequently while at work
 - iii. If using gloves, make sure to review [proper glove usage](#)
 - b. Management is required to ensure every team member completes the Pre-Shift Self-Certification Requirements tasks:
 - i. Verify each team member reviewed the [COVID-19 Self-Certification Requirements](#) and attested to follow requirements through MyHR My Learning.
 - ii. On a daily basis, each team member must review the COVID-19 Self-Certification Requirements prior to every worked shift and acknowledge by signing off with the date and their signature on the [COVID-19 Self Certification Log](#) or using the FollettClock attestation process.
2. **U.S. Only** - Management must complete [Weekly COVID-19 Safety Compliance Certification](#). 
3. Ensure to place [team member safety posters and fliers](#) that are required by Follett, OSHA or mandated by state, province or jurisdiction



C. Store Set-Up:

1. Point-of-Sale (POS) Area:

- a. Designate one or more register areas to be used for the day
- b. Ensure each open register area is at least 6 feet (2 meters) away from the other open registers
- c. Ensure hand sanitizer and antibacterial wipes or spray are placed by each open register
- d. Ensure customer queue line is clearly marked to ensure customers stand at least 6 feet (2 meters) apart
- e. Utilize painters tape to mark flooring



- f. Ensure signage is placed by the customer queue line regarding [restrictions on returns](#) (no food and beverage or health and beauty)
- g. Have a designated area to segregate merchandise returns, rental check-ins and buyback by day; quarantine returns for at least 24 hours before processing and returning items to the sales floor stock



2. Customer Entrance:

- a. Ensure [COVID-19 specific signage](#) is posted at the entrance
- b. If possible, use a greeter to limit facility access and ensure social distancing requirements meet occupancy, campus and local jurisdiction restrictions
- c. Place social distancing markers outside the entrance for customer queue lines

Example 1 – Using Painters Tape



Example 2 – Using Stanchions



- d. If possible, entrance/exit doors propped open to minimize customer contact and allow air flow within the store
- e. If available, hand sanitizer can be placed near the entrance for customer use

3. Sales Floor:

- a. Ensure appropriate signage and floor markings are in place for any one-way aisles
- b. Utilize with painters tape to mark flooring
- c. **Do not** use duct tape or strong adhesives on flooring or carpeting





- d. Ensure [social distancing and directional signage](#) is placed throughout the store
- e. Lock all dressing room areas and ensure that signage is in place
- f. If applicable, limit customer access to restroom to minimize amount of cleaning needed
- g. [New Signage in Sign Kit - Coning the Week of July 27!](#)



4. Visitors:

- a. To prevent the spread of the COVID-19 virus, and to identify and contact individuals in the event of a virus-related incident, effective immediately until further notice, all locations are to implement the [COVID-19 Vendor & Visitor Log](#).
- b. All visitors, vendors, service representatives, campus cleaning crew and delivery personnel who access the interior of the location shall fully complete the log before further accessing the store. This does not include customers.
- c. Reference the [COVID-19 Vendor & Visitor Log Process](#) for additional details.

Vendor & Visitor Log

Location: CAMPUS BOOKSTORE

Due to COVID-19, anyone entering this building must acknowledge any of the symptoms associated with the virus. If you have any of these symptoms, you will not be permitted to enter the building. Symptoms include a fever greater than 100°, cough, sore throat, respiratory illness or difficulty breathing.

Date	Time In	Time Out	Print Name	Signature	Reason for Visit	Vendor/ Company	Are you experiencing any of the above listed symptoms?
6/15	11am	11:20am	Jan Snacker	<i>Jan Snacker</i>	Product Deliver	Frito Lay	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
6/15	1pm	1:18pm	Pat Package	<i>Pat Package</i>	Package Pick-up	UPS	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
							<input type="checkbox"/> YES <input type="checkbox"/> NO
							<input type="checkbox"/> YES <input type="checkbox"/> NO
							<input type="checkbox"/> YES <input type="checkbox"/> NO
							<input type="checkbox"/> YES <input type="checkbox"/> NO

5. Shipping/Receiving:

- a. Vendors that are delivering parcel, package or other deliveries must be restricted to only the drop off location and are not allowed any additional access to the facility
- b. They must sign the [COVID-19 Vendor & Visitor Log](#) on each visit.
- c. Conduct touchless receiving:
 - o Conduct a carton count and segregate inbound containers for 24 hours before they are processed

D. Store Operations:

1. Traffic and occupancy control - If applicable, have a greeter at or near the entrance to enforce the following requirements:

- a. Customers are required to remain at least 6 feet (2 meters) apart from others while shopping in the store
- b. Greeter should limit the number of customers allowed in the store at any time to ensure that social distancing is occurring, especially in states or jurisdictions with mandated reduced occupancy
- c. If possible, create an entrance and exit with stanchions or use separate doors



2. Curbside/Limited Contact Pick Up Online

- a. In order to continue to service our customers during this unprecedented time, we need to provide a Hassle-Free Shopping Experience for those who may want product from our store, yet not come into the physical store space. We need to plan for a surge in volume of online orders. This can address instore lines due to reduced occupancy mandates.
- b. [Curbside/Limited Contact Pickup Overview](#)
- c. [Store Sign Up for Curbside / Limited Contact Pick Up](#)
- d. TIP > [Curbside/Limited Contact Pickup for Online Orders](#)



3. All common surfaces and areas (POS area, door handles/knobs, counters, cooler doors, store phones, debit machines, computer and keyboards, refrigerators and microwave doors, etc.) must be cleaned with antibacterial cleaner at least every 2 hours.
4. Refer to [How to Clean Your Verifone Devices](#) for proper PIN pad cleaning. Print copy to post near POS area.
5. Coordinate with the campus/landlord to have constant air circulation with the HVAC system (fans constantly operating when team members and customers are in the store).
6. If possible, store management should open windows/doors for at least 30 minutes, three times per day in order to provide fresh air circulation.
7. Team members are required to clean and disinfect all common and high touch surfaces, such as the register area, buyback and rental check-in counter area with antibacterial cleaner after completing any return transaction.
8. Team members must wash hands frequently. Wash and scrub hands at least 20 seconds. If not near a rest room, use hand sanitizer with at least 60% alcohol.

Resources:

- [The Quad> Retail Operations> COVID – Store Operations](#)
- [Follett's Coronavirus Resource & Information Site \(CRIS\)](#)
- [Centers for Disease Control & Prevention \(CDC\)](#)
- [Government Of Canada - Coronavirus \(COVID-19\)](#)

If you have questions, first reach out to your regional manager and then follettsafety@follett.com for any further support.